

DD1567-4086

9 AUGUST 1967

MEMORANDUM FOR: Deputy Director for Support

SUBJECT : Unsatisfactory Handling of Potential Applicant--
[redacted]

1. To mitigate the effect of our field recruiter's, [redacted] handling of the inquiry of [redacted] I have done the following:

a. On 8 August I was able to reach [redacted] by telephone. I told him the matter had come to my attention and that I wanted to apologize for the most unsatisfactory and impolite handling of his inquiry and I told him that I was investigating thoroughly the incident.

b. I mailed to [redacted] the brochure and other recruiting materials that should have been sent to him originally in response to his request.

c. Since [redacted] was in no way hostile to the Agency and said he was very interested in the possibility of employment with us, I also sent him application forms and told him that if he would let me know of his continuing interest I would arrange for our [redacted] to visit him to discuss in greater detail the types of careers CIA can offer.

2. On 9 August I reviewed carefully with [redacted] the sequence of events and the internal procedures which led to the initial non-responsiveness of correspondence and failure to reply to correspondence. It is apparent that [redacted] must immediately train his secretary to be more responsive and personalized in preparing applicant correspondence and to establish a tight control system to ensure that all correspondence is answered.

3. With regard to [redacted] I can only say that I feel sure that he will never again evidence personal pique in any Agency correspondence. Since he is our field recruiter with a production record vastly in excess of any of his colleagues, I can only assume that he has permitted his office routine to become routinized and when something went wrong he tended to place the fault with the other party.

[redacted]
Director of Personnel

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